



Ambulatory Surgical Center Quality Reporting Program

Support Contractor

Making It Work: A Quality Reporting Toolkit for the ASCQR Program

Presentation

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Karen

VanBourgondien: Hello, and welcome to the Ambulatory Surgical Center Quality Reporting Program Webinar. Thank you for joining us today. My name is Karen VanBourgondien, the Education Coordinator for the ASCQR Program.

If you have not yet downloaded today's handouts, you can get them from our website at qualityreportingcenter.com. Go to the **Events** banner on the right side of the page. Click on today's event. There will be a link there that will allow you to access and print the handouts for today's webinar. The slides are also attached to your ReadyTalk reminder email. You can find them on the right side of this email. As you can see, we are live streaming in lieu of using only phone lines. However, phone lines are available should you need them.

Before we begin today's program, I'd like to highlight some important dates and announcements. January 1st began the submission period for the web-based measures. The submission deadline for the web-based measures entered through QualityNet is August 15. ASC-8 is entered through the NHSN website and has a submission deadline of May 15.

ASC-9, as you're aware, the denominator criterion was changed from 50 years and older to 50 to 75 years of age. The QualityNet tool currently does not

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have an option for this change. You will still abstract under the new specification guidelines of 50 to 75; just realize that this is not a specific option when you are entering your data.

Please be sure to keep your QualityNet and NHSN passwords active by logging into your accounts on a routine basis. If you do not routinely access these accounts, they may become locked. The easiest way to avoid these issues is to log in every 60 days. If you have any problems with your log-in capabilities on QualityNet, please call their help desk directly at the number you see here on this slide. For problems with NHSN accounts, please contact the NHSN directly at the email address you see here on this slide.

On March 23, we will be presenting a webinar titled “Pieces of the Puzzle: Understanding Quality Data Codes.” On April 27, we will be presenting part two of “Pieces of the Puzzle.” Additional webinars and educational opportunities will be forthcoming. Notifications will be sent via ListServe by the support contractor. ListServe notification is our primary mode of communication with regard to this program. We will discuss this topic during this presentation.

The learning objectives for this program are listed here on this slide. This program is being recorded. A transcript for today’s presentation, including the questions and answers received in the chat box, and the audio portion of today’s program will be posted at qualityreportingcenter.com at a later date. During the presentation, as stated earlier, if you have a question, please put that question in the chat box located on the left side of your screen, and one of our subject matter experts will respond. By having live chat, we hope to accommodate your questions timely and have real time feedback. Some of the questions that are entered during the presentation will be shared at the end.

Now, let me introduce our speaker. I’m pleased to introduce Mary Ellen Wiegand. Mary Ellen has diverse clinical experience as well as facility administrator experience for ambulatory surgical centers. Now, I’ll turn the presentation over to her.

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Mary Ellen

Wiegand:

Hello, everyone. I appreciate you joining us today. The presentation today is a brief tutorial on some of the resources and tools available to you that may help you with the ASCQR Program. Some of the things we will be discussing you may know about; others may be new. Either way, we just want to inform you about the various tools available to better assist you to be successful with the reporting in this program.

These three sites that you see on this slide are those that you can utilize to access information in regard to the requirements, deadlines, education, and other tools to assist you in being successful in the reporting for this program. Think of these sites in this manner: QualityNet is the official site for the program requirements and the reporting of most of the web-based measures. Quality Reporting Center is the CMS support contractor site for the ASCQR Program. Many helpful resources such as reference and training materials, educational presentations, timelines and calendars, data collection tools, contact information, and helpful links to resources may be accessed here.

NHSN is part of the Centers for Disease Control, the CDC, and this is where information for ASC-8, Influenza Vaccination Coverage among Healthcare Personnel, is reported. The information provided in these websites will assist you to accomplish and meet the ASCQR requirement. Although there are a lot of resources for this program on the websites I just mentioned on the previous slide, we will have to narrow things down in order to simplify things a bit. We won't be discussing everything available. We do encourage you to spend some time examining what's out there for you.

We are going to start with the QualityNet website. This is where you go to enter most of your web-based data, and the majority of you should be pretty familiar with this website. The information you can find on this website is quite fast. So again, we are going to simplify the focus on the topics you see here on this slide: ListServe, Registrations, Specifications Manual, Questions and Answers, and Reports. These are the items we'll review. Here, we have a screenshot of the QualityNet home page. You can see how much information is here. Don't be intimidated.

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I'm going to point out some valuable places to visit within this site. The first helpful area is **ListServe**. Look on the left-hand side of the page, the third blue box down. Outlined here in red, you will note, this is where you go to sign up for email notifications. It is referred to as **ListServe**. This email notification service is the primary way CMS communicates with you as an ASC. Emails regarding this program will be sent directly to the email you assigned, keeping you in the loop. General information, updates, webinars, deadlines – all of this information is sent directly to the email you signed up with. It's a very easy way to be in the know. It takes less than five minutes to sign up. All you do to sign up for this service is click on the tab in the red box and get started. Once you click on that tab, you'll see this page. Fill in the top portion with your contact information. Using a Gmail or a Yahoo type email seems to work best. They are typically not blocked by your facility's firewall.

Under Program Notifications, you will choose what program you wish to be notified about. Here, the red arrow is pointing to this program, Ambulatory Surgical Centers. You could choose whatever additional notifications and as many as you would like to receive. However, I would like to suggest when you select the notifications, only check Ambulatory Surgical Center. This will ensure you only receive information for the ASCQR Program and not create any potential confusion. After you choose your program notification, go down to the bottom of the page and click **Submit**. That's it, you're done.

Now, we are going to discuss the registration. Back on the QualityNet home page, if you hover your cursor over the gray **Ambulatory Surgical Centers** tab, the drop-down will display. Notice all the categories available for ASCs. We encourage you to scan through these, as they provide numerous areas of information, but we do not have time to address them all today.

Right now, we're going to start with registration. See the tab here outlined in red? To be directed into the **Registration** page, click on that tab. You will then be taken to this page. Notice the area I've outlined in red. Someone at the facility should be registered as a Security Administrator, or SA. This person can also assign Basic User rights. You will notice two links: one

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provides the responsibilities of the SA; the other is a link to the registration packet that needs to be completed in order to become a Security Administrator.

We highly recommend having more than one SA at each facility. When you click on the **Security Administrator** link, it will take you to this page. It is here that the forms to register are accessed. Once completed, mail the original completed form, keeping a copy for your records, to the Ambulatory Surgical Center Quality Reporting Program support contractor at the address you see here on this slide. If you're having difficulty with this paperwork, we do have a short tutorial available to walk you through this process on our website, qualityreportingcenter.com. I'm going to show you that in a minute, so hold that thought for now.

Now we're going to talk about the Specifications Manual and how to locate it on QualityNet. Returning once more to the QualityNet home page again, hover your cursor over the **Ambulatory Surgical Centers** tab. That same drop-down box will display. Click on the **Specifications Manual**.

The Specifications Manual is your official source for the ASCQR Program requirements. This is definitely a good page to bookmark, download and save to your computer, or print out. As a facility billing for Medicare procedures, the Specifications Manual contains the information specific to this program. The facility must successfully meet the program requirements to qualify for their full annual payment update.

The manual is updated twice a year – January and July. However, addenda may be added as needed – yet another great reason to receive ListServe notifications. They keep you in the loop. Currently, we're utilizing version 5.0A of this manual. Are you confused yet? Well now, I'm going to direct you to the area where you can go to ask a question.

Again, back to the drop-down box, this time, select **Support Contact**. You will come to this page. Through QualityNet, you may ask a question directly to receive a personal response. Now, click on the link I have in red here in the middle of this slide labeled, **ASC Questions and Answers**.

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Now, select **Ambulatory Surgical Center Quality Reporting**. Now, you come to this page. As you can see, there is a lot of information that may have already been addressed and answered your individual question. You may simply search your question or select the category. If you do not find your answer here, then please submit your question. The very first time you access this tool you will be prompted to create an account which is your name and email. You will also have a password associated with this. When you ask your question, you will select the category that specifies where the questions are directed. Your question will be sent to a subject matter expert. The questions are sent to various contractors, so the response time may vary.

The items we have discussed so far on the QualityNet website have all been available on the public side of this platform. Now, we're going to discuss some reports. These are available on the secure side of the QualityNet Portal. You'll have to have your security credentials to access this portion of QualityNet. We have a short tutorial on this process as well on the Quality Reporting Center website. We will discuss this shortly in the next section.

You may access two useful reports through the QualityNet Secure Portal. The Claims Detail Report, which compares the facility's submission of claims with the actual MAC results, and the Provider Participation Report, which allows ASCs to monitor their compliance with program requirements.

Now, I'm going to show you how to access these reports. From the QualityNet home page, you will click the **Log-In** button. There is a **Log-In** button on the top of the home page and also one on the right side of the home page. Once you click either **Log-In** button, this page will display. You will click on the **Ambulatory Surgical Center Quality Reporting Program** link to access information for your ASC. The security page will display. As I stated before, to log in to the secure side of QualityNet, you will have to have the appropriate credentials. You'll enter your user ID, password, and your security code. The security code is your VIP access.

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Once you enter this information and click on submit, an acceptance notice will open. Essentially, this notice informs you that you are entering a government secure site and you'll have to click **Accept** to proceed. This will be the next page that will open after accepting the security notice. Look at the **My Reports** icon on the yellow banner you see here at the top of the page. If you click that, the drop-down box you see here will appear. You'll click on **Run Reports**. It is shown here next to the red arrow.

Under the **I'd like to** – the section on the right – click the run reports link. This will be the next page that will display. For the purposes of this program, to run the two reports we are going to discuss under **Report Program** circled here on the left, you will choose **ASCQR**. On the report category to the right of this, you'll choose **Ambulatory Surgical Center Reports – Feedback**. Once you click the **View Reports** button to the far right, the report names will display. You can see them here towards the bottom of the slide with the arrow. To run one of these reports, click on the report name.

So let's start with the Claims Detail Report. Let's imagine we just clicked on the Claims Detail Report. You will be prompted to fill in information. Please note that my view of this page is different than what you may view, as I have national access and you will not. Once you fill in the information, you will click the **Run Report** button. It will be at the bottom of this page. That button is not viewable on this slide, however. This screen will appear indicating successful submission of your request. Click **Search Reports** to access the requested report.

Please be aware it may take several minutes to generate these reports. In extremely busy times, like during submission time, this may take even longer. Once you click on that **Search Reports** icon, you will see something like this. Again, keep in mind your view may be slightly different depending on how many reports you have run. You can see in the very top the status column to the far left is showing a blue icon. It's indicated with the red arrow. This means this particular report is still processing. Notice that for that report there are no icons under the action column to the far right. That is because that report is processing. The next report down is processed, so under the action

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column to the far right, you will see a magnifying glass. I have circled it here in red. To view your report, click on the magnifying glass on the report you want to view.

Okay. Now, let's take a look at an actual Claims Detail Report. The ASC Claims Detail Report identifies claims and final action status in the data warehouse. This is an example of the Claims Detail Report. All the PHI has been removed. You can see on the top right that this particular report is 33 pages long. We are only going to be looking at the first page. On this report, starting from the left, you'll have the HIC number, the claim receipt date, the date of service, the QDC codes entered, the patient's name, date of birth, and claim control number. This last number is an internal QualityNet number and is not PHI. This report is one avenue to check on the volume of QDCs that your facility has submitted.

Remember that a facility must submit QDCs at only 50 percent to meet this program requirement. This report is updated monthly. The facility has to manually run this report on QualityNet, but I think you'll agree, it's a valuable tool.

Now, we will discuss the Provider Participation Report, or PPR. Return to the **Run Reports** icon and fill in the information as we did before. Click on **View Reports**. You'll get the same reports populated as you did before. This time, we're going to click on **ASCQR Participation Report**, circled here in red.

Once again, you will fill out the appropriate information and click on the **Run Report** at the bottom of the page. Follow the same steps as we did before. You will follow the same pathway just discussed and click on the magnifying glass when your report is processed.

The Provider Participation Report displays a summary of the data submissions required for the payment year and your facility's performance. This is your facility's data that has been accepted into the warehouse. This slide represents a sample of this Provider Participation Report. Also, please note that for ASC-8, on this report it will not reflect if your facility has completed the

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measure. You can see here by the ASC-8 measure it says “No.” QualityNet is working to resolve this in future updates. But for now, it will not display.

Look on the top left side. You can see the total number of claims with QDCs, the actual total claims and data completeness, which is essentially the percent of QDCs your facility is submitting. The lower half of this page displays the numerator and the denominator breakdowns according to individual measures. We will be posting a short tutorial video on our website shortly for both of these reports. Click on our website: qualityreportingcenter.com. They will be posted soon. That website is what we will be discussing in the next section. But first, let’s do a polling question to get a feel for your thoughts. Now, I’m going to turn things back over to our host.

Matt McDonough: Thank you very much, and we have come to the point in our presentation today where we would like to do a polling question with you. Our question is this: “What is your knowledge personally -- your knowledge of the Claims Detail Report? Would you say you have a high level of knowledge?”

We have 308 responses; we thank all of you. You can see the breakdown of responses from our audience today. The majority of you would classify your level of knowledge as medium at 37 percent, closely followed by a low level of knowledge at 32.1 percent, and then we’re scattered around the other two options. Thank you for your participation, and stay tuned for the continuation of our presentation.

Mary Ellen

Wiegand: Thank you all for your responses. We really appreciate your participation. Now, back to your presentation and Quality Reporting Center. This is the support contractor website. It does support other quality programs other than the ASCQR. Again, we’ll not have time to go through this entire site. Our focus will be limited to just a few areas for this presentation.

The link for this website is here on this slide. Between the QualityNet website and this website, you will notice that some of the information is the same. The websites are laid out completely differently; however, some of the links in the Quality Reporting Center website will redirect you to QualityNet. The

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reason for that is those areas of interest are handled by QualityNet, for example, the registration for QualityNet access. When developing this website, the goal was to make it very easy for the user; therefore, all of the information is made available, and live links will direct to where you need to go.

Now then, the topics we will be focusing on with regard to this website are here on this slide. So let's assume you just entered the website from your computer. This is the home page of the qualityreportingcenter.com website. This website is for the Inpatient, Outpatient, and ASC Quality Reporting Programs. As previously stated, it supports other programs besides the ASCQR. By placing your cursor over the **ASC** tab of the page, a menu will open to the right, as displayed here. Remember to use the **ASC** tab and not the Outpatient. The Outpatient is hospital-based. We will not be discussing all of these tabs, so please click on this later to see what else is available to you. The website also has a lot of information, so please take the time to look at what is all available.

The first thing we're going to talk about is education. Above the outline box, you'll see **Upcoming Events**. You will also notice on this slide that there is an orange banner on the right side of the screenshot that says **Upcoming Events**. This area allows you to view the upcoming educational events for all the programs. You'll see a link at the bottom of this area that says **See the full calendar**. If you click on that, it will display the same information but in a different format. It will show a calendar view of the education for the month. This is frequently updated, so check back to make sure you know what is coming up. If you did miss something, you can always go back and view any webinar under the **Archived Events**. On that note, let's look at the **Archived Events** tab outlined here in red.

Once you click on the **Archived Events** tab, you'll see all the previously presented educational programs. This slide only depicts the one in December. If you continue to scroll down the webpage, you'll see more events previously offered. In addition to the presentation flyer, slides, and the recorded webinar, there is also a word-for-word transcription. The transcriptions will be of the

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presentation itself and also all of the question and answers that were entered into the chat box. You can see all of that displayed here on this slide.

Once again, if you go back to the **ASC** tab we discussed a moment ago, the drop-down menu to the right will appear. This time we're going to click on **Videos, Resources, and Tools**. You'll find the next few topics we are going to discuss under this tab. When you click on that tab, the top of the page that will display looks like what we see here. The table contains four quick and informative videos. The first video is the tutorial video on the reconsideration process. The second video walks you through logging in to QualityNet. The next you see listed here will assist you in actually entering the web-based measures. Remember, we talked about the SA packet before? Well, you can see "Becoming a Security Administrator" here in this video. This is a short tutorial for the appropriate way to fill out the paperwork, and you may recall, I mentioned that earlier in the presentation. Be sure to check back at this site as we're actively producing other videos, and this library will continue to grow. As I said, tutorial videos for both the Claims Detail Report and the Provider Participation Report will be posted soon. We'll have English and Spanish versions as well as closed captioning.

Now, if you continue to scroll down on this page, there is additional information you'll have access to. While scrolling down on this page, after the video section, you'll see the Program Resources section. On this slide, as you can see, there are various resources available under this section. We do not have time to view all of this individually, but it is well worth it to go back at a later time to see what is available.

I'd like to draw your attention to a few things in this busy section that I feel are very helpful. The first is the ASCQR question and answer link to QualityNet. Remember, we discussed this feature earlier in our presentation when we were discussing the QualityNet website. If you click on this link, you'll be directed to QualityNet.org. Some feel it's easier to locate it through this Quality Reporting Center website, than QualityNet. Either way, the process to submit and receive questions and answers is the same.

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Let's look at the link next to the second red arrow: "Successful Reporting in the ASCQR Program." This guide is most helpful for those facilities new to the program. It is also a great resource for individuals that are new to the responsibilities and requirements of the actual reporting process. It provides a good overall review of the program requirements; however, it's not a substitute for the Specifications Manual, as we previously discussed. Also, as you can see, this document is available in Spanish as well.

The last resource we'll be discussing is the "ASCQR Reference Checklist." The information here is also included in the program guide. However, it's in a different format and can be viewed in more of a summary here. This too is available in Spanish.

If we were to continue to scroll down this page, after the Program Resources section, you will see this section. This particular area provides guidance for measure-specific abstraction. Essentially, these are tips to assist you in the abstraction of these measures. These resources specifically help with both the claims-based measures and the web-based measures. If you have questions that are not satisfied with the use of these references, we encourage you to enter your question in the Q&A tool we discussed just a moment ago. The measure writers are the subject matter experts for the measure-specific questions. As I stated before, selecting a category will direct the questions directly to specific subject matter experts and they will respond to your questions.

Again, scrolling down slightly more on the **Videos, Resources, and Tools** page, you will see **Measure Tools**. These tools were developed to assist you in abstraction. There is a lot of information available. If you're not aware of everything, please take the time to check it out.

If you were to scroll back up to the top of the page and hover your cursor over **ASC**, you will see the menu option open on the right. This time, we are going to click on the **Status Listing Look-Up Tools** link. You can see it here next to the red arrow. When you click on that, the page that will display as seen.

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Here, you have the **CCN Look-Up Tool** link, **NHSN Status Listing**, and **Web-Based Status Listing**. Let's briefly discuss each link. If you know your NPI, but you do not know your facility's CCN, you can use the CCN Look-Up Tool. You just click on that link, enter your NPI, and hit enter. If you want to verify that your facility's data have been appropriately reported to the NHSN, you can use the **NHSN Status Listing** link. This time you will enter your CCN, and the information that will be provided will be: "Has your facility enrolled?" and "Has your data been received?" You must see "Yes" to both of these in order to be considered compliant in the reporting of this measure.

Now, if you have ever questioned: How do I know if my web-based measures have been entered and are accurately accounted for? Some of this information is on your status report that you may access through QualityNet. However, this is another resource available to you. Just click on this link and enter your NPI. Each measure will be displayed with either a "Yes" or a "No." You must have a "Yes" next to all of the measures to be compliant. If you have a "No" but you thought you entered all your data, investigate.

With regard to ASC-8, there have been some challenges. We can go into a little more detail regarding this. The website for this measure is displayed here on this slide: www.cdc.gov/nhsn. Again, this is the site where you'll go to report your data for ASC-8. This is the screen that will display when you access www.cdc.gov/nhsn. The pictures on the top of this website rotate, so the view may be slightly different.

I'd like to summarize the process needed to report ASC-8 through NHSN before we go through the site. The process that you must go through to register and enable you to go into this site to enter your data is rather lengthy and can take several weeks. You are first going to enroll your facility, then you are required to complete training and preparation. You'll register with NHSN -- register with SAMS or Secure Access Management Services. You must have a SAMS card in order to enter your data. Then submit the NHSN facility contact form electronically and sign and send your consent. After those initial steps, you will then be ready for NHSN facility set-up. Verify

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your facility's CCN, and finally you will enter your monthly reporting plans and report your data. I know I just threw a bunch of stuff out at you. Bear with me. I'm going to show you each of these steps, and they will become more clear to you.

So, here we go. You are on the NHSN website. Click on the box highlighted in red **New To NHSN? Enroll Facility Here** to start. This screen will display. Now, click on **More** in the highlighted box. You will now come to this most helpful page, the five-step enrollment process. You can see that here with the red arrow. It guides you through the process. Please open the detailed checklist in the red box and keep it accessible. This is what the checklist will look like. The slide did not show the entire document; I only provided a snapshot of the top portion of the first page. Remember, I briefly went over the steps on the previous slide. This checklist goes through each of the steps that I touched on. As you can see, it contains many helpful links. If you follow this, you will enroll successfully.

Let me make a few points. Again, you must have a SAMS card in order to access the data entry component of this website to report your data. You must enter your facility's CCN, not an enrollment number or an NPI. The CCN is what links your facility to the data you report. If you do not use your facility's CCN, the system will not capture your data. If you need further instructions on how to enter your data, we have a detailed webinar available on our website at qualityreportingcenter.com under **Archived Events**. This webinar was originally given in May of 2015. If you have any problems or issues with your NHSN enrollment, you should contact their help desk at nhsn@cdc.gov. That website is here in the checklist. They do not have a phone number available; outreach is through email.

We have covered a lot of information. Please keep in mind there's an enormous amount of info available on the websites we discussed. We only covered a small portion of what is offered. If possible, take the time to see what can assist you in your success. That's all I have for you today. Thank you for your participation. I'm going to hand things back to Karen.

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Karen

VanBourgondien: Thank you, Mary Ellen. We appreciate all that great information. Before we close things up for the day, let's go over a few questions that came into the chat box during the presentation, and I have one here. "If I don't know our facility's CCN, where can I find that again?" And I can take that, Mary Ellen. You can access that status look up tool that Mary Ellen spoke to, and that is on qualityreportingcenter.com. Once you're on that website, you would go to the **Status Listing Look-Up Tools** tab. You would look up your CCN under your facility's NPI. So you would put in the NPI, and that would give you your facility's CCN. And as a reminder, under that tab you can also verify your web-based measures as well.

I have a question here, Mary Ellen, that maybe you can answer. "When do we submit our web-based measures, and are the dates the same as last year?"

Mary Ellen

Wiegand:

No, Karen. The dates are different this year. ASC-8, which is Influenza Vaccination Coverage among Healthcare Personnel, must be submitted by May 15, 2016. The data must be entered through NHSN utilizing a SAMS card. The other web-based measures, ASC-6, 7, 9, 10, and voluntary ASC-11, must be submitted by August 15, 2016. And they must be manually entered through the Secure Portal on QualityNet.

Okay. Here's another question, Karen, I think we should address. "What reports are available on QualityNet specific to the ASCs?" And I'll go ahead and take that. The Provider Participation Report, or PPR as it's called, and Claims Detail Report are two valuable reports specific to ASCs. They can be accessed through the QualityNet Secure Portal.

They will provide you with specific information regarding your measures and the quality data codes that have been assigned and processed for your Medicare claims. We recommend you run these reports monthly in order that you may spot and rectify any issues.

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Karen

VanBourgondien: Here's a question, Mary Ellen. "Is there a way to view the webinars if we are unable to attend when they are scheduled, and can we get CEUs for watching them?" Indeed, there is a way to view any of the webinars, and they can be located on qualityreportingcenter.com. Remember, Mary Ellen mentioned the **Archived Events** tab on that website? However, you must register and attend the webinar and take the survey in order to receive the CE. If you attended the webinar with someone who received the survey by email – let's say, for example, you watched the webinar in the same room with someone – that person may send that email, that survey by email. They can then choose to forward that survey to you, and then you must complete the survey.

Please keep in mind that the survey for any webinar is only open for seven days, and you must also be registered with the Learning Management Center, which is a separate registration than that of ReadyTalk. So, for example, if you go on and you view a webinar that was done, you know, three months ago, of course you can view that webinar at any time, but you would not be able to receive CEs for that.

I think we only have time for one more question, and let's see. "How can I tell if my G-codes are being applied to our claims correctly?" I'll go ahead and take that, Mary Ellen. That's a great question, and you can log in to the Secure Portal through QualityNet. From there, you're going to run your Claims Detail Report. Now, remember Mary Ellen did speak to that, but this will enable you to see exactly what codes were applied to each of your submitted Medicare claims. This is where the Claims Detail Report comes in very handy. If you need any assistance – and you may wish to view that tutorial video that should be coming up on our website soon – and you can feel free to give us a call at our support center as well.

So that's all we have time for today. I am going to turn it back over to our host for information on how to receive your CEs.